

Section I.

CRITICAL AGENCY & DIVISION OBJECTIVES

Goal 1 To improve customer service.

- 1.1 AGENCY-CS: Customer total visit time in field offices 1
- 1.2 AGENCY-CS: Customer wait time in field offices 2
- 1.3 AGENCY-CS: Customer satisfaction with field offices 3
- 1.4 All: Alternate vehicle registration renewals 4
- 1.5 CGP: Comparable transactions completed by Third Parties 5

Goal 2 To provide services designed to increase the use of electronic service delivery.

- 2.1 AGENCY-CGP: Internet transactions 6
- 2.2 CGP: All electronic service delivery transactions 7

Goal 3 To regulate and license the motoring public and partners in support of safe travel and consumer protection.

- 3.1 MVES: Commercial vehicles intercepted by mobile units for size/weight violations 8
- 3.2 MVES: Commercial vehicles processed by fixed ports 9
- 3.3 ISS: MVD rules completion 10

Goal 4 To promote safety in the workplace.

- 4.1 AGENCY-All: Injury incident rate 11

Goal 9 To successfully respond to constituent requests.

- 9.1 MVSS-DO: Written constituent inquiries 12
- 9.2 MVSS-DO: Internet constituent inquiries 13

Goal 10 To successfully respond to requests from the Arizona Executive and Legislature.

- 10.1 MVSS-DO: Bill analysis packages 14

Color Key for Objective Headers:

-  **Motor Vehicle Support Services (and ALL)**
Director's Office (DO)
Hearing Office (HO)
Central Support Services (CSS)
-  **Customer Service (CS)**
-  **Competitive Government Partnerships (CGP)**
-  **Internal Support Services (ISS)**
-  **Motor Vehicle Enforcement Services (MVES)**

Section II.

MOTOR VEHICLE SUPPORT SERVICES OBJECTIVES

Director's Office (DO)

Hearing Office (HO)

Central Support Services (CSS)

Goal 1 To improve customer service.

- 1.1 *DO:* Systems projects completed on schedule 1
- 1.2 *DO:* Systems projects within range of
projected costs 2
- 1.3 *CSS:* Warehouse orders completely filled on time 3

**Goal 3 To regulate and license the motoring public and
partners in support of safe travel and consumer
protection.**

- 3.1 *HO:* DUI-related administrative law cases closed 4
- 3.2 *HO:* All administrative law cases closed 5

Goal 6 To maximize employee availability.

- 6.1 *CSS:* Personnel requisitions completed 6

Section III.

CUSTOMER SERVICES OBJECTIVES

Customer Service (CS)
Competitive Government Partnerships (CGP)
Internal Support Services (ISS)

Goal 1 To improve customer service.

1.1	CS:	Dealer document processing	1
1.2	CS:	Special plate applications	2
1.3	CS:	Unplanned absence hours	3
1.4	ISS:	Customer telephone wait time	4
1.5	ISS:	Abandoned vehicle reports	5
1.6	ISS:	Tech support call wait time for CSRs.....	6
1.7	CGP:	Third Party Level 1 vehicle inspections.....	7
1.8	CGP:	Dealer license applications	8
1.9	CGP:	Fuel tax refund requests	9

Goal 3 To regulate and license the motoring public and partners in support of safe travel and consumer protection.

3.1	ISS:	DUI investigations.....	10
3.2	ISS:	Medical review referral cases	11
3.3	ISS:	Records processing	12
3.4	ISS:	Policy completion.....	13
3.5	CGP:	Traffic survival school with repeat violations	14

Goal 8 To provide services that enhance revenue collection to support statewide infrastructure needs.

8.1	CGP:	Collection of NSF checks	15
8.2	CGP:	Voluntary quarterly report filing by IFTA licensees	16

Section IV.

MOTOR VEHICLE ENFORCEMENT SERVICES OBJECTIVES

Goal 3 To regulate and license the motoring public and partners in support of safe travel and consumer protection.

3.1	Recover stolen vehicles	1
3.2	Dealer investigation cases	2
3.3	Dealers with repeat violations	3
3.4	Internal Investigations	4

Goal 7 To provide cost-effective services.

7.1	Cost : revenue ratio for mobile units	5
7.2	Cost : revenue ratio for fixed ports	6

Goal 8 To provide services that enhance revenue collection to support statewide infrastructure needs.

8.1	Registration compliance revenues	7
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